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In Unity There Is Strength

April 21, 2015

Sara Clark, Secretary
Department of Telecommunications and Cable
1000 Washington Street, Suite 820
Boston, MA 02118-6500

Re: Petition of the State 911 Department to Adjust the Enhanced 911 Surcharge

Secretary Clark,

The Massachusetts Chiefs of Police Association and its member Chiefs, endorse State 911's petition to adjust the Enhanced 911 surcharge. Virtually all of the Public Safety Answering Points (PSAPs) are located in police departments throughout Massachusetts and are critical to the delivery of emergency services to our citizens. The proposed increase will provide for new technology which will improve emergency response statewide.

The current PSAPs were deployed in 2005 and are coming to the end of their usable life and are not upgradable as they utilize old technology. The current service provider will no longer be able to support these systems after 2016 and without this critical support we will not be able to depend on them in times of emergencies. Our citizens have come to expect and frankly, deserve flawless service from our 911 call centers without interruption or delay.

The new Next Generation 911 system will be able to provide this service and with the enhancements this new technology brings we will be better able to provide critical information to our responding police, fire and emergency medical personnel. The enhanced, integrated geographic information system will reduce response times and with the capability of receiving and transmitting video, police, fire and EMS will be better prepared for what they will encounter at a scene. We will also finally be able to provide "text to 911" greatly assisting the hearing and speech impaired.

Next Generation 911 will improve our ability to provide critical information to our first responders, thus saving lives.

On behalf of the membership of the Massachusetts Chiefs of Police Association, I strongly recommend the Department of Telecommunications and Cable approve the proposed surcharge.

Sincerely,

Chief Douglas Mellis President, MCOPA

Douglas H Mellis

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